

## **Call Reason Definitions**

### **Status Determination:**

The status determination box is used when inquiries are received from Law Enforcement Officers to the WRC in regards to an individual they have encountered. It is also used to reflect the nature of the request as well as the legislative provisions under which the information is collected and released. Law Enforcement Officers may call to determine the status of an individual they have in custody or who is under criminal investigation or subject to an enforcement proceeding. They may also call to obtain validation of Immigration documents or foreign travel documents. As a result of a call, the CBSA may initiate court tracking for a foreign national or a permanent resident facing criminal charges.

### **Database Verification:**

The database check box is used when inquiries are received from CBSA officers in regards to the performance of a specific database query. CBSA officers may ask the WRC to conduct a database query that they do not have access at that point in time or when experiencing systems issues. The WRC officer simply relays the information requested from the database to the CBSA officer. WRC does not make any determination of status for these calls.

### **Warrant Inquiry:**

The warrant inquiry check box is used when inquiries are received from Law Enforcement Officers regarding an individual subject to an Immigration Warrant. Law Enforcement Officers may call to verify and confirm the Immigration warrant when they encounter a match in the Canadian Police Information Centre (CPIC). This check box is also used when Law Enforcement partners or CBSA officers contact the WRC to obtain a copy of the immigration warrant.

### **PDP Inquiry:**

The PDP inquiry check box is used when inquiries are received from Law Enforcement Officers regarding an individual who is a Previously Deported Person. Law Enforcement Officers may call to verify and confirm the Previously Deported Person when they encounter a match in the Canadian Police Information Centre (CPIC).

### **Follow-up Call:**

A follow-up call is selected when a Law Enforcement Officer or CBSA Officer calls again after the initial call, with follow up information or questions.

### **Photo Request:**

The Photo Request check box is used when a Law Enforcement Officer or CBSA Officer requests a photo of an individual subject to an Immigration Warrant or who is a Previously Deported Person.

**Fingerprints Request:**

The Fingerprint Request check box is used when a Law Enforcement Officer or CBSA Officer requests fingerprints of an individual subject to an Immigration Warrant or who is a Previously Deported Person.

**Special Event:**

This check box is used for special projects that need to be accounted for statistically at the Warrant Response Centre.

**Other:**

This check box is used for telephone calls that fall outside of the standard Call Reasons. This box is also used when the calls received are outside CBSA mandate and are re-directed to another government department or agency (e.g. IRCC, RCMP, GAC, etc.)

**Disclaimer: CBSA will only release the minimum information needed and only where authorized by the applicable legislation.**

2019	Status Determination	Warrant Inquiry	PDP Inquiry	Database Verification	Photo Request	Fingerprints Request	Follow-up Call	Special Event	Other
Vancouver Police Department	373	25	4	14	1	0	17	2	24
Vancouver Transit	77	4	1	1	0	0	1	0	2
Calgary Police	314	36	3	8	2	0	8	1	28
Edmonton Police	303	34	7	11	3	0	8	0	38
Toronto Police Service	2751	183	50	58	20	0	83	1	205
Toronto Transit	6	0	0	0	0	0	0	0	0
Peel Regional Police	748	80	19	86	10	0	16	0	344
York Regional Police	482	86	12	17	13	0	19	0	56
Ottawa Police Service	111	18	2	3	1	0	2	0	12
Ontario Provincial Police	335	65	23	11	8	0	12	0	33
Service de Police de la ville de Montreal	3138	101	29	44	21	1	72	0	159
Surete de Quebec	430	38	6	6	5	2	9	1	29
Service de Police de la ville de Quebec	282	3	0	2	1	0	6	0	10
Royal Canadian Mounted Police	1914	152	40	50	21	7	80	5	244
US Police Service	9	22	0	0	1	0	1	0	5
US CBP	5	14	0	1	1	1	0	0	3
Other Law Enforcement Agencies	2438	222	48	39	26	0	62	0	167